

## Annual Report

**Region:** NEW ENGLAND

**Period Covered:** 01-MAY-14 – 30-APR-15

**Contractor Name:** University of Massachusetts Medical School

**Contract Number:** HHS-N-276-2011-00010-C

**Date Submitted:** May 29, 2015

## EXECUTIVE SUMMARY

### *Focused Outreach:*

New Hampshire is the location for our Focused Health Information Outreach Project for Year 4. New England Region staff conducted 14 Key Informant Interviews and provided support to libraries and organizations interested to apply for Focused Outreach funding. Staff made site visits to the Concord Public Library, New Hampshire State Library, and to a Community College Library Directors meeting to provide support to plan health information outreach projects. In early August, Meredith Solomon taught a DIMRC and WISER training to LEPC members at Daniel Webster College. Michelle Eberle and LSL Library Fellow, Molly Higgins, visited the NH State Library to provide hands-on MedlinePlus training for the Director of Operations and Family Resource Center Librarian. The site visit resulted in a statewide public librarian MedlinePlus train-the-trainer. The New Hampshire State Library added MedlinePlus, PubMed and other NLM resources to their database list. They also printed mailing labels for a NN/LM NER state-wide membership drive. Also in August, Stephanie Friree held a conference call with Southern and Northern AHEC Directors. In October, Stephanie Friree exhibited at the Erik Cogswell Memorial Conference in Portsmouth, NH and the New England College Health Association in New Castle, NH. NAMI-NH, NASW-NH, and the Social Work Department at Plymouth State College expressed interest to host NER trainings. Michelle exhibited at a Suicide Prevention Conference.

The following organizations applied and were awarded Focused Outreach funding:

Focused Outreach Funding	
Project	Organization
Vermont School Nurse Health Information Access	VT Higher Education Collaborative
New Hampshire Health Information Community Engagement	State of NH(NH State Library)
Nashua Patient Self-Advocacy	City of Nashua (Public Health)
Library Outreach for Access and Functional Needs During a Disaster	City of Nashua (Emergency Management)
New Hampshire AHEC Health Literacy Project	NH AHEC
New Hampshire Nursing Information Literacy Assignments and	Great Bay Community

Resources	College
Concord Public Library Speaker Series	Concord Public Library

As a continuation of the Vermont Focused Outreach Project, NER funded the Vermont Higher Education Collaborate for a Health Information Access project to connect unaffiliated school nurses in Vermont with the resources of the University of Vermont's Dana Medical Library. The project was initiated and publicized this fall. In October, the Castleton State College Director of Health Education and students presented about their Focused Outreach project (from year 3) at the VT AHPERD conference. Here is the presentation description: "Four Castleton College students share their experiences creating and implementing a lesson plan focused on using Medline Plus to access valid health information. The students will also share and reflect on their experiences teaching their lessons to middle school and high school students."

In January, the OERC featured the Focused Health Information Outreach Project in their blog: <http://nnlm.gov/evaluation/blog/2015/01/16/focused-outreach-vermont-from-nnlm-ner/>

Meredith attended one of the speaker sessions at Concord Public Library on January 7<sup>th</sup>. The topic was Alzheimer's disease. The first speaker was someone from the Alzheimer's Association and the second speaker was from Concord's Visiting Nurse Association. There were 19 attendees. The programs were recorded and are available at: <https://www.youtube.com/channel/UCJS6Nrl064t46lmm7lh40Fw>

Stephanie was featured in the NH Comprehensive Cancer Collaboration Newsletter on their website as part of the project working with them: <http://www.nhcancerplan.org/index.php/81-partners/222-featured-partner-stephanie-frfree>.

Michelle collaborated with the New Hampshire State Library's Administrator of Library Operations to plan a state-wide public library MedlinePlus Train-the-Trainer. Michelle Eberle conducted three MedlinePlus Train-the-Trainers for the New Hampshire State Library's project. Michelle trained representatives from all 11 New Hampshire Library Cooperatives. Then, the trainers will teach MedlinePlus to public librarians in their cooperative. The project aims to reach every public library in New Hampshire. The trainers will use post-evaluations, recruit new members, and get public libraries to add the MedlinePlus link to their website. Following the project, NER will track how many links were added to public library websites. A participant shared this in her evaluation: *"Great presenter; detailed, hands-on, lots of interaction, concise, relevant information."*

Michelle also presented a workshop for the New Hampshire Community College Nursing iPad Project. The workshop was attended by a librarian and head of nursing education at each New Hampshire Community College. A participant at the workshop send the following thank you: *"Thank you again so much for yesterday's meeting. I learned so much and am just amazed at the online resource technology! It was very informative, and I look forward to sharing with my faculty. I had no idea that the National Library of Medicine had all those apps and databases and resources. I can't wait to use my iPad! Thank you again for all of your time and enthusiasm to make learning fun :)"*

*Other:* On December 12, 2014, Michelle Eberle presented a CME, Health Literacy: What Every Healthcare Provider Needs to Know for the Beth Israel Plymouth Hospital. On January 14, 2015, Michelle Eberle and Catherine Carr (UMassMed Library) presented MedlinePlus: Trusted Health Information for You and the Lamar Soutter Library's resources for 72 medical interpreters from

UMassMemorial and 11 other local health care organizations. Attendees spoke 13 languages: Spanish, Portuguese, Vietnamese, Arabic, Chinese Mandarin, Albanian, Nepali, Kayh (language from Myanmar, former Burma), African French, Sango (from Central African Republic), Twi (from Ghana), Polish, Russian. The presentation was held in the University of Massachusetts Medical School Amphitheater.

### ***Communities of Interest***

#### ***Healthy Communities:***

The Healthy Communities COI led a regional book discussion project of Know Your Chances: Understanding Health Statistics. The goal of the project is to increase librarians' capacity to teach how to see through the hype of health news reporting, know what questions to ask, and learn how to understand health statistics. This book is freely available in PubMed Health. Ten librarians from the region participated in the project. The authors, Steve Woloshin and Lisa Schwartz, attended planning teleconferences and helped develop materials for the book discussions. Cindy Olney, from the NN/LM OERC, also attended our planning teleconferences to help develop a post-evaluation for participants and the host of each book discussion. The Book Discussion Leaders met in September, December, February, and April via teleconference to develop materials to lead the book discussions and provide updates. Michelle Eberle, the COI's Facilitator, and Margot Malachowski, the COI's Leader, coordinated the project, as well as, offered the book discussion. In January, Michelle led the book discussion at the Lamar Soutter Library as part of the Monthly Journal Club. In April, Michelle led the book discussion for 40 medical interpreters. The host sent a nice thank you note, *"I have no word to thank you enough for sharing your knowledge with interpreter services. Your discussion last Thursday was amazing, bringing food for thoughts on how to see statistics in the future. On behalf of all our interpreters we thank you generosity and your time to share with us."* As the region wide health statistics book discussion project is wrapping up, Michelle is gathering post-evaluation data from participants. Michelle and Margot plan to write an article about the project. The authors of the book, Steven Woloshin and Lisa Schwartz, agreed to co-author the article.

As a continuation of the Affordable Care Act Outreach Project, the Healthy Communities COI hosted a webinar in June, "From Coverage to Care: Connecting the Newly Insured to the Health Care System." The webinar was presented by the Centers for Medicare and Medicaid Services. The webinar was attended a mix of public librarians, health sciences librarians, public health staff and health professionals.

**Health IT:** This COI hosted two webinars. On November 12, 2014, Mina Davenport and Dina McKelvy discussed how they became involved in training and implementation of the EHR in their respective institutions. On February 18, 2015, Minakshi Tikoo from UConn discussed Health Information Exchanges and Simone Myrie, ONC Office of Consumer Health discussed the Blue Button Initiative. Between the two webinars we had a total of 196 attendees. This COI also sponsored a course titled 'Breaking the Electronic Health Record: a sandbox workshop' taught by PJ Grier of the Southeastern Atlantic Regional Medical Library. This class had a total of 10 attendees. The facilitator and leader of this COI will begin working on programming for Fall 2015 over the summer of 2015.

### ***Health Literacy:***

The Health Literacy COI hosted a professional development workshop on December 4, 2014. The Take Action: Be a Health Literacy Hero Workshop aimed to create a cross-disciplinary experience to inspire Network Members to take on new roles with health literacy. Anne-Marie Kaminsky, the COI Leader and Michelle Eberle, the COI Facilitator worked very closely with our Keynote Speaker, Helen Osborne to develop the program. The second session was a conversation-style interview with four New England Region librarians. We had 52 people register and 40 people attended. The workshop was attended by a mix of health sciences librarians, public librarians, public health staff, and health care professionals.

At the end of the day, Helen asked participants to write on a postcard one action that they would take following the workshop. The RML was able to document the actions participants plan to take as a result of the workshop. Michelle Eberle mailed back the postcards to participants on March to remind them about their plan of action. Thirty two people completed the evaluation. 94% of participants gave the workshop and "A". When asked in the evaluation, "What part of this session was most helpful", participants responded:

- "Everything! This was an incredible workshop from start to finish! Thank you" (grade: A+++++)
- "Helen's talk was very informative – great style" (grade: A+)
- "Enjoyed the panel discussion. Got a lot of ideas I can use to approach problems/ opportunities at my institution." (grade: A)

Michelle Eberle presented a webinar, Present at Health Literacy CME, for the COI. Twenty eight librarians attended. After the presentation, Michelle provided a PowerPoint, description, and objectives from the presentation, that the participants can use to offer the CME at their hospitals. Ten participants confirmed that they plan to offer the CME. A participant shared the following feedback about the webinar: *"Thank you for an excellent presentation! I have already had some interest for this CME topic at one of my facilities and will likely use it at both! I look forward to reviewing the recorded webinar along with the slide set you may send at your convenience. Thanks again!"*

***Health Care Workforce:*** Early in the year, the COI hosted a webinar presented by the NTC, "Data Burger: A Good Questionnaire Response Rate plus Basic Quantitative Data Analysis." We had 34 attendees. Discussions between the COI Leader and coordinator were ongoing throughout the year regarding a program with nurses, health care professionals and librarians. The funding was not available for what was planned, so meetings will be held to modify that program to a webinar with a similar format but on a smaller scale. Stephanie attended a webinar *Navigating Health Info for Community Colleges*. Stephanie continued work on a project with the 7 Community Colleges of NH and Michelle contributed to the project with a presentation on Mobile resources and distribution of iPads, which were funded through the project. Those involved in planning continued to work to identify future programming that will draw some interest from the region as this subject is not currently a topic that has been well attended.

**Knowledge Management:** The Knowledge Management Community of Interest COI was transitioned into the work of the Hospital Advisory Group.

### ***Regional Advisory Committee and Special Groups***

**Resource Library Directors:** There was a half day meeting in which all Resource Library Directors were invited to attend. During the meeting updates were provided on NER's Community of Interest and focused outreach activities (past and future). RLD members were also reminded to watch for the forthcoming funding announcement. At the end of the meeting each participant reported on activities and issues that were pressing at their own institution.

**Regional Advisory Board:** Forty-eight regional members and guests gathered to hear speakers discuss the future of health care, research, and education. Six member librarians also spoke on the status of their library and issues they are managing.

**Hospital Library Advisory Group:** The Hospital Library Advisory Group continues to welcome new members to this group. Meredith Solomon who is assigned to coordinate activities of this group worked with Stephanie Friere, Technology Coordinator on a redesign of the HLAG website to better communicate the workings of the committee and provide hospital librarians with another source of information to support their work. This group also sponsored a full-day symposium on Change Management which brought 42 attendees from throughout New England. This symposium discussed change management from numerous perspectives. The first keynote, Catherine Soehner discussed Change Management for Leadership. Next up was Brandy King who discussed skills for the contemporary librarian. To end the program 4 librarians from the region each spoke about changes from losing space to collaborating with new departments. HLAG hopes to be able to put on symposiums like this annually.

### ***Funding***

NER staff solicited, reviewed, administered, and funded a total of 27 subcontracts, awards, and MOUs during Option Year 3. A few examples of the work being accomplished through these funding mechanisms include the development of a program to children's awareness of the need and teach hygienic techniques to cover one's cough & sneeze and promote NLM resources to caregivers, a health literacy day, and funds to provide articles and research services for school nurses in Vermont through the Dana Medical Library's HRA program. A full description of awards and sub-contracts can be found at: <http://nnlm.gov/ner/funding/fundprojects.html>.

### ***Network Services***

**Communication:** The newsletter was discontinued late in the last contract year and it was decided we would put a heavier focus on blog content. In August of 2014, we started our NER Weekly Update email. This was done to consolidate notification emails to the region so that Network Members have one weekly email where they can find all our blog posts, NLM Technical Bulletins, and any other relevant news and information from us.

The NN/LM OERC provided project support for the NER's Healthy Communities COI's Book Discussion Project. Cindy Olney helped the group develop post-evaluations for participants and the host of the training. Cindy also helped the group develop questions to guide the discussion and recommended a sticky note activity to gather data during the book discussions.

In January, the OERC featured the Focused Health Information Outreach Project in their blog: <http://nnlm.gov/evaluation/blog/2015/01/16/focused-outreach-vermont-from-nnlm-ner/>

#### **Focused Outreach Vermont (from NN/LM NER)**

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"If you are planning or currently conducting an outreach project, you might want to take a look at the [Focused Outreach Vermont](#) article in the National Network of Libraries of Medicine, New England Region (NN/LM NER) newsletter (*posted January 13, 2015*). NN/LM NER's Focused Outreach Project uses carefully planned outreach activities and strong community-based collaboration to connect underserved communities with NLM resources and services. The Ner'eastah article, which is an abstract of a full report, highlights outreach results through a succinct description of evaluation findings.

I particularly applaud NN/LM NER's reporting method. They provide a quick overview, featuring the results of their efforts, with easy access to full details for those who want it. The full report describes the project's community assessment process and findings. You also get a more thorough description of documented outcomes, laid out in a highly readable format. A nice added feature is the infographic in the beginning of the report.

This is a great example of how to use evaluation to publicize and advocate for successful programs!"

We are including the OERC's blog posts in the Ner'eastah blog, which is also distributed in our Weekly Update (email).

#### ***Membership***

The NER membership numbers increased slightly due to membership drives done in conjunction with our Focused outreach efforts. NER will continue focusing on membership drives throughout the region in hopes to gain more members both full and affiliate.

#### ***Network Infrastructure***

**TABLE 1: Annual infrastructure data:**

	<b>Current Year</b>	<b>Previous Year</b>
<b>Network members – full</b>	193	189
<b>Network members - affiliate</b>	415	339

#### ***MedPrint - Medical Serials Print Preservation Program:***

The New England Region has six (6) institutions committed to titles in the MedPrint program. Our newest addition is Yale University who signed their contract in April 2014

#### ***Regional Emergency Preparedness and Response Plan:***

NER continues to promote programs and services associated with emergency preparedness through the blog. One of NER's funded projects was with the City of Nashua Emergency Management Office. Meredith exhibited at the Maine Partners in Emergency Preparedness conference, April 21-22, 2015.

#### ***E-licensing:***

The Hospital Library Advisory Group had an initial conversation about e-licensing and consortia purchasing and will be discussing options with the Health Science Library Association of New Jersey who is starting to provide these types of services for other regional groups.

***Identifying unique and historical collections:***

NER continues to encourage participation in the Directory of History of Medicine Collections directory at site visits and during RML updates at state and regional health science library meetings. This past year the NER also awarded offered digitization awards to assist members in their digitization efforts; this award was fully be launched in May 2013. This years funded projects a collection of medical instrument digital images, and the description of digitized 19th and early 20th century prescriptions from Massachusetts and nearby states. A full description of digitization awards can be found at: <http://nnlm.gov/ner/funding/projectsbyawards.html#DA>. The NLM guidelines for scanning digital collections were also posted and distributed to members.

***Cross-regional Collaborative Efforts:***

***NLM Training Center:*** NER worked with NTC to find a host in the region for the PubMed for Trainers course. It was held at the Community College of Rhode Island in Warwick on Friday June 27, 2014.

***ClinicalTrials.gov Results Task Force:***

Blog posts sent out about resource

As a continuation of the **Affordable Care Act Outreach Project**, the Healthy Communities COI hosted a webinar in June, "From Coverage to Care: Connecting the Newly Insured to the Health Care System." The webinar was offered jointly by the NER and MAR regions and presented by the Centers for Medicare and Medicaid Services. The webinar was attended a mix of public librarians, health sciences librarians, public health staff and health professionals.

***Community Colleges Outreach Task Force:*** The seven New Hampshire Community Colleges participated in a yearlong project where a library director and a nursing faculty member from each community college attended training on Information Literacy and NLM Mobile Resources. At this training the attendees received an iPad mini (funded through the project \$3,906) that they setup and downloaded relevant apps.

Stephanie also met with the Manchester Community College (CT) Library director and toured the library at the CLA Information Literacy Conference in June. She also had two Key Informant Interviews with Community College Library Directors in NH (Melinda Malik – Manchester Community College (NH), and Cyndy Davis – Lakes Region Community College). Stephanie attended a webinar *Navigating Health Info for Community Colleges*

***K-12 Outreach Task Force:***

Michelle visited the West Roxbury High School in Boston to help a school nurse plan a health information outreach project. Michelle provided hands-on individual training on MedlinePlus. The nurse is planning to apply for an award in the next funding cycle. She was new to MedlinePlus and shared this feedback via email following the training: "Thank you for sharing with me this wonderful info about MedlinePlus. It is a powerful site. I was really blown away. I am looking forward to sharing this info with other school nurses not only in Boston but in the State and also maybe at the national

level. I am so excited!!!! am going to work on my proposal and incorporate your suggestions. I will be reaching out for support. It was a real pleasure meeting you.”

As a continuation of the Vermont Focused Outreach Project, NER funded the Vermont Higher Education Collaborate for a Health Information Access project to connect unaffiliated school nurses in Vermont with the resources of the University of Vermont’s Dana Medical Library. The project was initiated and publicized this fall. Also, the Director of Health Education at Castleton State College applied to present about their Focused Outreach project at the VT AHPERD conference. Here is their presentation description: Four Castleton College students share their experiences creating and implementing a lesson plan focused on using Medline Plus to access valid health information. The students will also share and reflect on their experiences teaching their lessons to middle school and high school students.

Michelle Eberle hosted a New England Region teleconference for representatives from all of the six State Libraries. Representatives support school libraries in addition to public, academic, and special libraries. Michelle presented an update on NER’s recent programs and initiatives. The Rhode Island State Library requested a site visit from NER to keep their entire staff up-to-date on NER services and NLM resources. NER would like to make site visits to all six of the State Libraries over the next 2 years.

Michelle presented NLM K-12 resources for 60 science teachers at the Frontiers for Science Conference in Worcester, MA on March 18<sup>th</sup>. On March 6<sup>th</sup>, Michelle attended the Central Massachusetts STEM Networking Meeting. Following the meeting, the Director of the Regional Science Center emailed information about NLM K-12 resources to her listserv. Michelle’s attendance at the Networking Meeting also resulted in two proposals for funding.

***Collaborations with Other Regions:*** The PHIA project which services public health departments nationally is working specifically with PNR and SE/A to contract for services.

### ***Outreach***

Number of major ( $\geq$  \$15,000) projects funded in contract year: 4

Number of regional/state/local exhibits conducted by RML: 20

Number of regional/state/local exhibits conducted by subcontractors: 2

### ***Information Technology and Transfer***

Stephanie implemented a quarterly technology webinar, “Technology Today” in September 2014. Three were held in this contract year and were well attended:

9/4/2014 - Technology Today: Ready, Set, Go!: Easy-to-use online tools to create effective tutorials - 36 attendees

12/10/2014 - Technology Today: Privacy & Security on the Web – 30 attendees

3/5/2015 - Technology Today: Evaluation 2.0 – 22 attendees

Throughout the last year Stephanie worked on the Drupal website migration. In the fourth quarter, she moved us from Step 2 through Step 4, bringing the NN/LM NER site live on 4/28/15, ahead of the deadline.